



SERVICES



UNIT 4, LUCKNOW ROAD, WALKER LINES IND EST, BODMIN, CORNWALL PL31 1EZ
TEL: (01208) 78677

COMPLAINTS PROCEDURE

Policy:

PPT Services (PPT) aims to provide all customers with a top quality service. To help us ensure that we give customer satisfaction we have implemented a formal complaints procedure. In the event that a customer is unhappy with a product or service provided by PPT the following procedure should be followed.

Initial Complaint:

Initially, the customer should call the Bodmin office (01208 78677) and ask to speak to the general manager or his deputy and give details of the complaint. If a customer prefers he/she can download a complaint form from the website or ask one to be mailed to them. The manager (or the deputy manager in his absence) will investigate the circumstances behind the complaint and aim to give a verbal response within three working days and propose a course of action considered appropriate. This response will be forwarded to the customer in writing.

Second Level Complaint:

If the customer is not satisfied by the response given by the general manager (or his deputy) then he/she may request that the complaint is escalated in which case the general manager will forward details to a company director for action. The customer may if he/she wishes contact a company director themselves by calling the company registered office (01637 818128).

The director contacted will further investigate the matter and aim to give the customer a verbal response within five working days proposing any course of action considered appropriate. This response will also be forwarded to the customer in writing.

David S Newby
Managing Director

Date: 10th January 2017